

Amendments to the claims (this listing replaces all prior versions):

1. (Currently Amended): A method comprising:
receiving from a first person a request to converse with a second person using any a selected first one of two or more selectable communication modes; and
in response to the received request, automatically performing an action using a second one of the two or more communication modes, selection of the second mode being determined by a rule created by the second person.
2. (Original): The method of claim 1 wherein the rule is created by the second person using a user interface on a computing device.
3. (Original): The method of claim 1 further comprising selecting the rule from a set of one or more rules based on a condition statement of the rule.
4. (Original): The method of claim 1 further comprising selecting the rule based on the one of two or more communication modes.
5. (Original): The method of claim 1 further comprising selecting the rule based on an identity of the first person.
6. (Original): The method of claim 1 further comprising selecting the rule based on a current status of the second person.
7. (Original): The method of claim 1 further comprising determining an electronic document associated with the first person and retrieving the electronic document if the second person indicates a desire to view the document.

8. (Original): The method of claim 7 further comprising displaying the electronic document to the second person.

9. (Original): The method of claim 7 further comprising retrieving the electronic document from an e-mail storage module, wherein the electronic document is an e-mail message.

10. (Original): The method of claim 7 further comprising retrieving a calendar of the second person from a calendar storage module, wherein the electronic document is the calendar.

11. (Original): The method of claim 1 wherein automatically performing the action further comprises enabling the first person to leave a message if the current status of the second person is that the second person is unavailable to converse.

12. (Original): The method of claim 1 wherein automatically performing the action further comprises forwarding the request to converse to a third person if a current status of the second person is that the second person is unavailable to converse and the third person is available to converse.

13. (Original): The method of claim 1 wherein the one of two or more communication modes comprises a voice conversation communication mode.

14. (Original): The method of claim 13 wherein the voice conversation communication mode comprises Voice over Internet Protocol (VoIP).

15. (Original): The method of claim 1 wherein the one of two or more communication modes comprises a voice/video conversation communication mode.

16. (Original): The method of claim 1 wherein the one of two or more communication modes comprises a graphic text-based conversation communications mode.

17. (Original): The method of claim 16 wherein the graphic text-based conversation communication mode comprises Instant Messaging.

18. (Currently Amended): A system comprising:
a computing device comprising:
a transceiver configured to receive a request to converse with a user of the computing device using a selected first one of two or more selectable communication modes; and
an integration module configured ~~to interact with at least two of voice conversation software, voice-video conversation software, graphic text-based conversation software, fax software, and electronic mail software, and~~
to automatically perform an action using a second one of the two or more communication modes, selection of the second mode being determined by a rule created by the user based on the received request.

19. (Original): The system of claim 18 wherein the integration module comprises a microphone and a speaker.

20. (Original): The system of claim 18 wherein the integration module comprises a user interface hook to detect when the user is interacting with the computing device.

21. (Original): The system of claim 18 wherein the integration module comprises a user interface that enables the user to specify the action.

22. (Original): The system of claim 18 further comprising a network.

23. (Original): The system of claim 22 further comprising a second computing device configured to send the request to converse.

24. (Original): The system of claim 22 further comprising a telephone configured to send the request to converse.

25. (Original): The system of claim 22 wherein the network comprises a switched local area network.

26. (Original): The system of claim 25 wherein the transceiver is further configured to receive a request to converse via the switched local area network.

27. (Original): The system of claim 25 wherein the switched local area network is configured to connect the computing device to an internet.

28. (Original): The system of claim 25 wherein the switched local area network is configured to connect the computing device to an intranet.

29. (Original): The system of claim 25 wherein the switched local area network is configured to connect to an internet protocol/public switched telephone network gateway.

30. (Original): The system of claim 29 wherein the network further comprises a second switched local area network.

31. (Original): The system of claim 30 wherein the second computing device sends the request to converse via the second switched local area network.

32. (Original): The system of claim 31 wherein the network further comprises a telephone system and a public switched telephone network configured to enable the telephone to send the request to converse to the computing device.

33. (Currently Amended): An article comprising a machine-readable medium that stores executable instruction signals that cause a machine to:

receive, from a first person, a request to converse with a second person using any a selected first one of two or more selectable communication modes; and

in response to the request, automatically perform an action using a second one of the two or more communication modes, selection of the second mode being determined by a rule created by the first user.

34-88. (Cancelled)

89. (Original): A system comprising:

a computer device;

a user interface that is configured to enable a user to interact with a person using one mode of at least two of voice conversation, voice-video conversation, graphic text-based conversation, fax, and electronic mail; wherein the interaction comprises:

creating a rule to cause the computer device to automatically perform an action using a first one of the at least two modes, selection of the first mode being based on a request to converse with the user using a selected second communication mode;

viewing an automatically generated listing of a set of persons, the listing comprising a name, presence information, and communication modes available for the user to communicate with the person from the set of persons;

selecting the person from the set of persons;

selecting a communication mode from the communication modes available to communicate with the person;

retrieving information about a person using an identifying characteristic of the person,
where the identifying characteristic is selected by the user from a display; and
communicating with the person.

90. (New) The system of claim 18 in which the integration module is also configured to interact with the two or more communication modes, the modes including at least two of voice conversation software, voice-video conversation software, graphic text-based conversation software, fax software, and electronic mail software.